General Instructions for Establishing User Account Access
June 20, 2011

The Building Information and Tracking System (BITS) is a DGS web-enabled application, used by agencies, BCOM, and DPB for processing Capital Outlay (CO) forms and Building Official (BO) forms. BO forms include various applications for Building Permits and Certificates of Use and Occupancy.   BITS also supports other business operational needs of the Bureau.

User Account Request (UAR) Form
Agencies are responsible for identifying their proposed users of this DGS system. In addition to identifying users, agencies must also specify their individual users' allowable permission levels for processing Capital Outlay and Building Official forms. Specifically, for each of the approximately twenty types of forms processed within the system, each user may have the following permission levels:

- **No Access** to form data
- **View Only Access** to form data
- **Create/Edit** form data (includes View permission, by default)
- **Approve/Submit** form (includes View and Create/Edit permissions, by default)

An agency may tailor the permission levels described above for a specific user by the individual "form type" being processed. For example, a user may be granted View Only permissions for CO-2s, but Create/Edit permissions for CO-4s.

These permissions are identified on the User Account Request (UAR) form. There are several variations of the UAR form – versions for agencies, central agencies, and for DPB. Please submit the version that is appropriate for your agency. (Central agency users, such as APA, SCHEV, House and Senate committee staffs, and SFMO have View Only access to forms, but can view form data across multiple agencies.)

A unique User Account Request (UAR) form must be completed for each individual requesting access to the system. If a user processes forms for more than one agency, they must submit a unique UAR form for each agency they support. (This does not apply to DPB and central agency users, who have multi-agency, "view only" permissions by default.) Each UAR form must be approved by the submitting agency's designated BITS Agency Access Coordinator.

Please refer to the "Instructions" tab within the UAR form, proper, for more detailed information on completing and submitting the UAR form.

Designation of Agency Access Coordinator (AAC) Form

Before any UAR forms can be processed, agencies must first identify one or more individuals to serve in the BITS Agency Access Coordinator (AAC) role. The primary responsibility of the AAC is to approve their agency's User Access Requests. In approving the UARs, the AAC approves both the user's system access and the user's forms processing permissions.

Agency Access Coordinators are also responsible for notifying BCOM when to deactivate a user's account.

It is recommended agencies identify a primary AAC and an alternate.

Agency Access Coordinators shall be identified by each agency by using the "Designation of Agency Access Coordinator" (AAC) form. The Designation of the Agency Access Coordinator form must be signed by an executive level agency manager. This level of approval is required as the AAC identifies and approves the users who may edit and approve Capital Outlay and Building Official application forms submitted by their agency.

If an AAC approves users for more than one agency, they must submit a unique AAC form for each agency they support. (This does not apply to DPB and central agency coordinators, who have multi-agency scope, by default.)

Please refer to the "Instructions" tab within the AAC form, proper, for more detailed information on completing and submitting the AAC form.

BITS Webpage

Copies of the latest versions of the AAC and UAR forms are available on the [BITS webpage](#).

Please also refer to the [BITS webpage](#) for status updates, training and other information relevant to the Building Information Tracking System.